

# The BOISE

# FRONT

The Official newsletter of the Boise VA Medical Center

**The Secretary of the VA, Denis McDonough visited the Boise VA Medical Center on July 28, 2022. During his visit he toured the Research Laboratory, Bldg 88, presented challenge coins, and met with staff.**

Pictured (L2R) Andrew Wilper, Boise VA Chief of Staff; Denis McDonough, Secretary of the VA; Mary Cloud Ammons Anderson, Research Scientist

A man in a grey suit and red tie stands on the left, smiling. A woman in a grey t-shirt with 'CARE and SERVE' and 'VA NURSE' printed on it stands on the right, smiling and holding a gold coin. They are in front of American and blue state flags.

Kelsey Cosdon

A man in a grey suit and red tie stands on the left, smiling. A man in a white short-sleeved shirt with a 'VETERAN' badge stands on the right, smiling and holding a gold coin. They are in front of American and blue state flags.

Norbert Duenas

A man in a grey suit and red tie stands on the left, smiling. A man in a red and white checkered shirt with an 'MD' badge stands on the right, smiling and holding a gold coin. They are in front of American and blue state flags.

Dr. Jeff Dingman

A man in a grey suit and red tie stands on the left, smiling. A man in a dark suit, blue shirt, and blue tie with glasses stands on the right, smiling and holding a gold coin. They are in front of American and blue state flags.

Dr. Jerrold Flyer

SECVA COIN RECIPIENTS

# BOISE is HIGHLY RELIABLE

## HRO PRINCIPLES & VALUES

THEME OF THE MONTH  
Support a Culture of Safety

July 2022 | National Safety Poster

### Speaking Up for Safety

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#### CONTEXT

Yolanda Bribiesca, a Sterile Processing Service (SPS) Technician at the Amarillo VA HCS, identified a small bone pin missing from a used joint replacement instrument set. Recognizing the risk of a retained foreign object and potential harm to the Veteran, she documented her findings and promptly notified Lead SPS Technician Shannon King.

A

#### ACTION

Ms. King conducted a close investigation, which revealed the pin was accidentally discarded with soiled sponges after the procedure. As an additional safety measure, a post-operative x-ray reading verified the absence of a retained foreign object.

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#### RESULTS

The entire SPS team held a post-event Safety Huddle to discuss what occurred. They developed process improvements to expedite the identification of missing items from surgical instrument sets. Due to the Culture of Safety in place at Amarillo VA HCS, Ms. Bribiesca was empowered to report her findings, resulting in care improvements for our Veteran patients.



Yolanda Bribiesca, CST  
Sterile Processing  
Service Technician



Shannon King, CRST, CHL, CST  
Lead Sterile Processing  
Service Technician

“I felt empowered to report my findings... resulting in care improvements and supporting the safety of our Veterans.”

Yolanda Bribiesca, CST  
Sterile Processing Service Technician  
Amarillo VA Health Care System  
Amarillo, Texas

VA



U.S. Department  
of Veterans Affairs

For more information, visit: [http://bit.ly/HighReliability\\_sp](http://bit.ly/HighReliability_sp)

VHA'S JOURNEY TO  
HIGH  
RELIABILITY

Your Care is Our Mission.

# OFFICE OF SYSTEMS REDESIGN & IMPROVEMENT

In an effort to shed more light onto the HRO pillar of Continuous Process Improvement, the Systems Redesign and Improvement program will be showcasing projects and work from around our Boise VAMC.

We have another fantastic success story to share with you. Dr. Annita Mathew (PGY2 Pharmacy Resident), Boise VAMC, worked on a project for the Continuous Glucose Monitor (CGM) clinic. Dr. Mathew has been part of the Q1 Quality Improvement Residency rotation for 2021. Her rotation included time in our Quality department where she recently completed a project and which earned her LEAN Yellow Belt! Dr. Mathew's LEAN project, "Improving Utilization of Clinical Pharmacy Service in a Continuous Glucose Monitor (CGM) Clinic," increased billable encounters by 45% and reduced inappropriate consults by 10%. The trends show a tremendous positive impact in the field of Pharmacy and Dr. Mathew's work will extend into Cerner and develop further. Dr. Mathew recently completed her Ambulatory Care Pharmacy residency at the Boise VAMC from 2021-2022, and will be working at the Rocky Mountain VA as the Southern Colorado Pharmacy Supervisor.

Congratulations to Dr. Annita Mathew on her Yellow Belt certification, and to her team, who made great improvements to their internal processes! If you would like to see more information on this project, please click on the presentation in the left-hand column. We are proud to showcase Annita's work.

If you are interested in Lean training or would like more information about how you can participate in process improvement, please email [BOISystemsRedesign@va.gov](mailto:BOISystemsRedesign@va.gov). We'd love to hear from you!



**VA** | Boise VA  
Medical Center



**Big thanks to the Bowlers to Veterans Link (BVL) and the Ada County United States Bowling Congress for their generous donation to the veterans of the Boise VA Medical Center. We salute your dedication and commitment to our Idaho veterans!**



# Compliance Corner

*The Code of Integrity Q and A*

*By Debbie Reinhart, Integrity and Compliance Officer*

Q: What is the Code?

A: The Code of Integrity emphasizes VHA's common **culture of integrity** and its responsibility to operate with the **highest principles** and **ethical business standards** both in the provision of health care, as well as our everyday interactions with each other. The Code is centered around VA's I CARE values of Integrity, Commitment, Advocacy, Respect, and Excellence.

Q: Why do we need a Code?

A: The Code demonstrates the commitment to I CARE values in the workplace and the ethical values that guide what should be done, beyond what must be done. The Code takes this commitment further by underscoring the unique role VHA staff play in Veteran's care. VHA's adoption of a Code of Integrity is critical not only to assuring high quality care, but also to maintaining public trust in VA.

Q: What is the purpose of the Code?

A: It helps streamline the rules and standards regarding integrity into one umbrella document for applicable standards. It provides consolidated points of contact to raise questions and concerns. Finally, it helps us as a facility create a culture that is conducive to the highest ethical standards in our work. While compliance with federal laws and regulations is mandatory, the Code demonstrates our commitment to integrity, and how we should treat each other every day.

Q: Where can I view the Code?

A: The Code can be viewed on VA.gov [VHA Code of Integrity](#)

The greatest asset we have to meet our promise serve Veterans with the utmost integrity are our VHA employees. All employees should be familiar with the Code and take the time to reflect on ways it applies to their everyday work.

If you have a question for the Integrity and Compliance Officer, please do not hesitate to reach out to me, [Deborah.reinhart@va.gov](mailto:Deborah.reinhart@va.gov) or phone 208-422-1267. I am here to help, and your communications with me will be treated with confidentiality. If you would like to make an anonymous report, you can do so by calling the Compliance Helpline at 1-866-842-4357. Additional reporting channels can be found in the [Code of Integrity](#), Section 7, Points of Contact. Whistleblower Protections allow employees to disclose a violation of law, rule, or regulation; gross mismanagement; gross waste of funds; an abuse of authority; or a substantial and specific danger to public health or safety without fear of retaliation.

# COMPLIANCE CORNER





**Congratulations to the graduates of Cohort 3 for the BVAMC Post Baccalaureate Registered Nurse Residency program. These six nurses spent the last year honing their skills, and rotating through a variety of units within the hospital. All of them have accepted full time positions within the VA, and they are a welcome addition to the team! Many thanks to the preceptors and managers who have made this another successful year! This academic year saw the Post-Baccalaureate Registered Nurse Residency Program being evaluated by the Commission on Collegiate Nursing Education in October 2021 for BVAMC's inaugural accreditation. The team was recently notified that the program passed with flying colors. CCNE accreditation is a nongovernmental peer review process that operates in accordance with nationally recognized standards established for the practice of accreditation in the United States (and its territories). This is a significant accomplishment.**

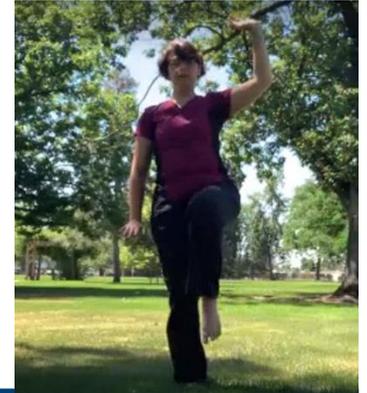
**(L to R) Jenn Snyder-Clinical Education Coordinator, Amanda Phillips, Ariel Perez, Abi Mulvahill, Genna Kozlowski, Sean Sukkha, Dayne Poulton, Averi Jackson-Program Director**



# Tai Chi

## Employee Whole Health

### AUGUST THEME: Tai Chi for Lower Back



Led by Lydia Campbell-White, BSN, RN

***Mondays and Wednesdays***

**12:00-12:30 and *\*new!\** 12:30-1:00 p.m.**

**August 1<sup>st</sup> Mon.**

**August 3<sup>rd</sup> Wed.**

**August 8<sup>th</sup> Mon.**

**August 10<sup>th</sup> Wed.**

**August 15<sup>th</sup> Mon.**

**August 19<sup>th</sup> \*Fri.\***

**August 22<sup>nd</sup> Mon.**

**August 24<sup>th</sup> Wed.**

**August 29<sup>th</sup> Mon.**



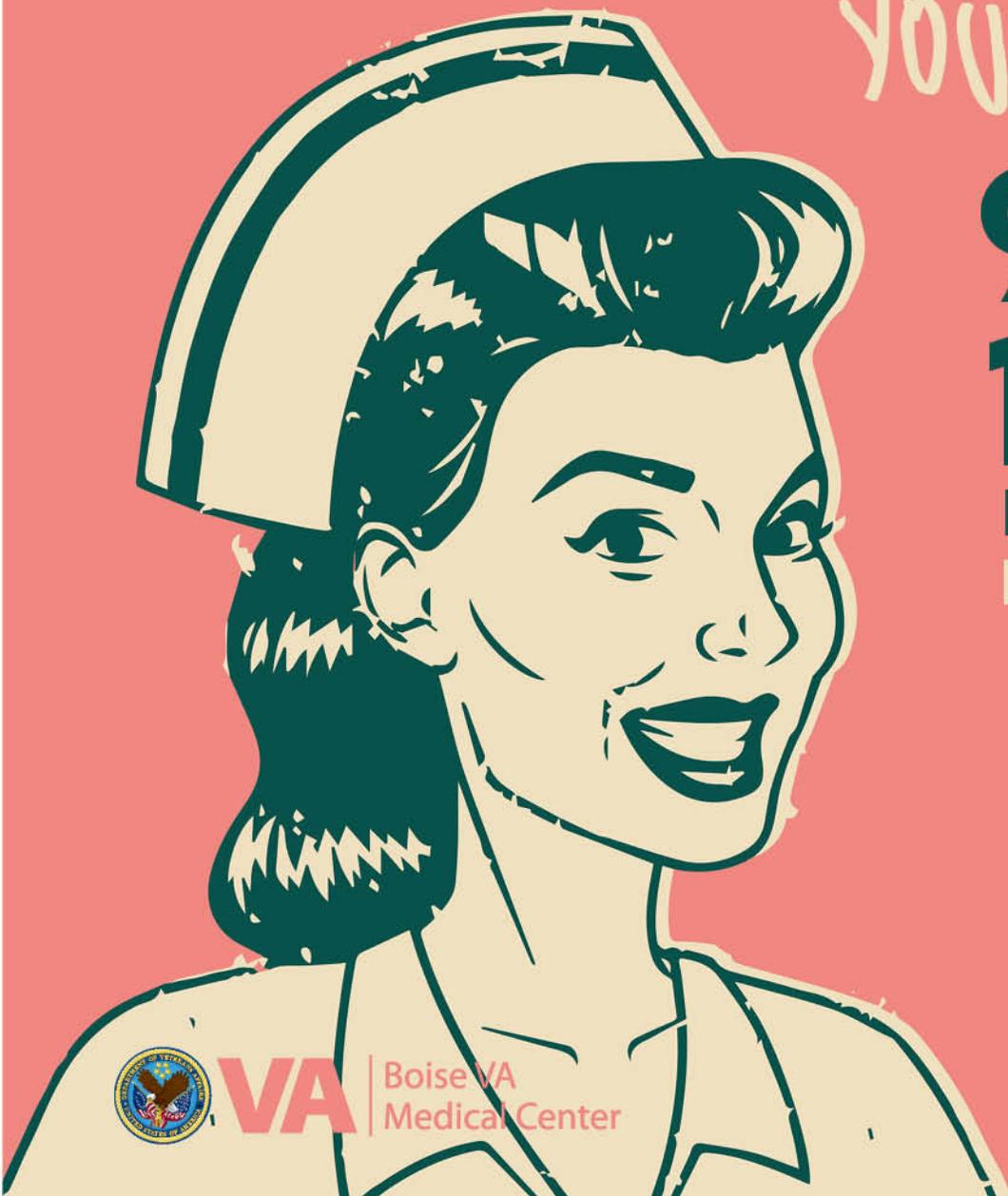
- ☯ **New!** We have back-to-back classes now!
- ☯ Take time to relax & reenergize in your day
- ☯ No experience needed, no special clothes or equipment required
- ☯ We will meet on the parade grounds near the gazebo in front of Bldg.67
- ☯ You can [join virtually on Teams](#) or watch the recordings! Contact Jeanette Berry if you'd like an outlook invite or visit our [Boise Whole Health SP Site](#) for more resources

# 2022 ALL EMPLOYEE BBQ

YOU DESERVE A BREAK!

9/14/2022  
11AM - 1PM

PARADE GROUND FLAG POLE  
HOT DOGS - BURGERS - CHIPS  
VEGGIE BURGERS - DRINKS



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Medical Center



# 2022 DISABLED VETERANS ATV RIDE



## 8/27/22

10 Disabled Veterans who are rated at 30% or above are invited on a one day, all-expense paid ATV/UTV ride in the mountains of Idaho on Saturday, August 27, 2022

Veterans will be chosen first-come-first serve.

Disability does not need to be combat related.

To sign up or volunteer to help call  
Steve at (208) 283-8021

*'Sponsored by the Boise ATV Trail Riders'*

## Opportunity for Disabled Veterans



# Coding Connection

## E/M Time Statements & Inpatient Documentation Tips

### Time Statements (Outpatient):

It looks like there are some providers still utilizing incorrect time statement verbiage. For Office Visits (99212-99205) you can code off Medical Decision Making or time. Please use the guides below.

**\*Verbiage of "50% or more spent on counseling/coordination of care" isn't supported\***

New Patients	
99202	15-29 min
99203	30-44 min
99204	45-59 min
99205	60-74 min
Established Patients	
99212	10-19 min
99213	20-29 min
99214	30-39 min
99215	40-54 min

**Make sure you document a detailed time statement about what that time was spent doing**

What can be counted towards time:

- Preparing to see the patient (e.g. review of tests)
- Obtaining and/or reviewing separately obtained history
- Performing a medically appropriate exam and/or evaluation
- Counseling and educating the patient/family/caregiver
- Ordering medications, tests, or procedures
- Referring and communicating with other health care professionals
- Documenting clinical information in the patient record
- Communicating results to the patient/family/caregiver
- Independently interpreting results (not separately reported)

### Inpatient:

#### **PAST MEDICAL HISTORY DOCUMENTATION**

If you are documenting Past Medical History on a patient. Please specify if it is an active PMH condition or remote PMH condition. If it is documented only as PMH it will be treated as a remote history.

*Active PMH that is currently being treated (with pertinent remote history)*

Example 1:

51-year-old female with **Active PMH** COPD with chronic respiratory failure on continuous home oxygen 4LNC **with a remote history** of tobacco use-cigarettes.

*Remote PMH that is no longer being treated*

Example 2:

51-year-old female with **Remote PMH** of HTN, CKD, Depression, Anxiety, HFrEF. Presenting with HFrEF exacerbation.

**\*\*In the example above if the HTN and CKD are specified as active diagnoses we would then have a combination code as Principal Diagnosis on this case instead of a single diagnosis of Acute HFrEF which would affect the DRG and increase the relative weight\*\***

***Your documentation should reflect the severity of illness and risk of mortality of the patient.***

*Please don't hesitate to contact us if you have any questions about these coding topics!*

Brooke Horlocher, CPC  
MRT-Coding Auditor (Outpatient)  
brooke.horlocher@va.gov  
208-422-1000 X4435

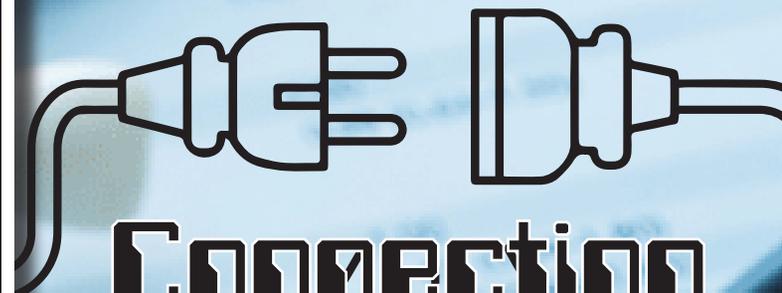
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**VA**

Boise VA  
Medical Center

# Coding Connection



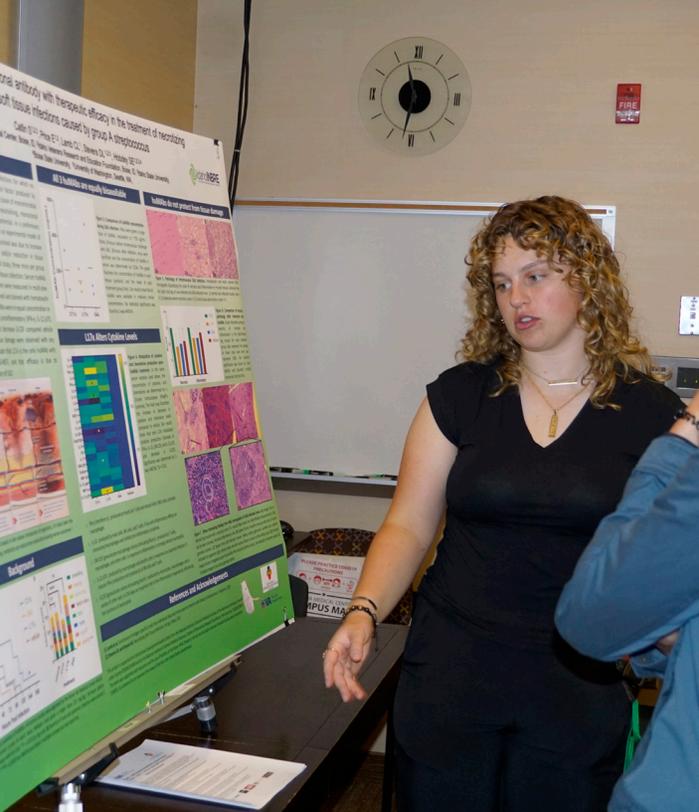


# It's hot out there!

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Check out these heat safety tips so you can beat the heat this weekend: <https://adacounty.id.gov/emergencymanagement/wp-content/uploads/sites/39/August-Emergency-Preparedness-Pointer.pdf>

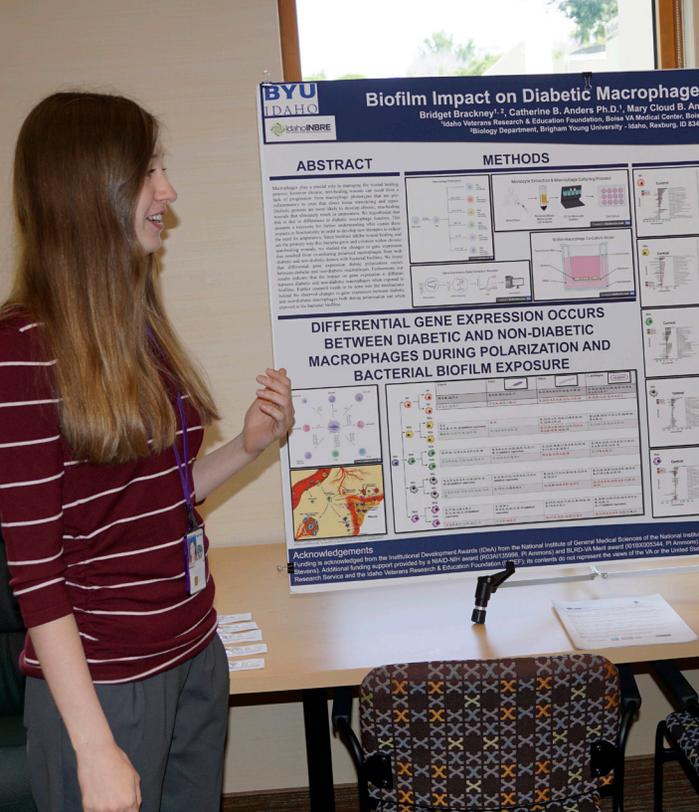
If you would like to see previous Emergency Preparedness Pointers, please visit our website: <https://adacounty.id.gov/emergencymanagement/preparedness-pointers/>



action were ap  
changed the standard medical prac  
ns worldwide.

# 2022 Research Symposium

A big thanks to all our researchers and staff who supported the event!



# VETERANS AFFAIRS RESEARCH LABORATORY

BUILDING 117

